

**American Telecommunications
Enterprise, Inc.**

American Telecommunications Enterprise, Inc.
7323 Oswego Road
Liverpool, NY 13090

KPSC No.1
Revised Sheet No.1
Replacing Original Sheet No.1

TITLE SHEET

KENTUCKY TELECOMMUNICATIONS TARIFF

This Tariff contains the descriptions, regulations, and rates applicable to the furnishing of telecommunications services provided by AMERICAN TELECOMMUNICATIONS ENTERPRISE, INC.

Principal Office:
7323 Oswego Road
Liverpool, NY 13090

Mailing Address:
P.O. Box 6544
Syracuse, NY 13217-65644

This Tariff applies for services furnished within the State of Kentucky. This Tariff is on file with the Kentucky Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

AUG 02 1996

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

Issue Date:

Effective Date:

By: Carl E. Worboys, Vice President
AMERICAN TELECOMMUNICATIONS ENTERPRISE, INC.
P.O. Box 6544
Syracuse, NY 13217-6544

American Telecommunications Enterprise, Inc.
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Liverpool, NY 13090

KPSC No.2
Revised Sheet No.2
Replacing Original Sheet No.2

TARIFF CHECKING SHEET

The sheets of this tariff are effective as of the date shown at the bottom of each sheet.

<u>Sheet</u>	<u>Revision</u>
1	First *
2	First *
3	First *
4	First *
5	First *
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KPSC No.3
Revised Sheet No.3
Replacing Original Sheet No.3

TABLE OF CONTENTS

Title Sheet	1
Tariff Checking Sheet	2
Table of Contents	3
Symbols Used in Tariff	4
Tariff Format	5
Section 1 - Technical Terms and Abbreviations	6
Section 2 - Rules and Regulations	10
Section 3 - Description of Service	20
Section 4 - Rates	30

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KPSC No.4
Revised Sheet No.4
Replacing Original Sheet No.4

SYMBOLS USED IN THIS TARIFF

- (D) - Delete or Discontinue.
- (I) - Change resulting in an increase to a subscriber's bill.
- (M) - Moved from another tariff location.
- (N) - New.
- (R) - Change resulting in a reduction to a subscriber's bill.
- (T) - Change in text or regulation but no change in rate or charge.

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Revised Sheet No.5
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TARIFF FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Kentucky Public Service Commission. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. The KPSC follows in their tariff approval process, the most current sheet number on file with the KPSC is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequences - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1
 - 2.1.1
 - 2.1.1.A
 - 2.1.1.A.1
 - 2.1.1.A.1.(a)
 - 2.1.1.A.1.(a).I
 - 2.1.1.A.1.(a).I.(i)
 - 2.1.1.A.1.(a).I.(i).(1)
- D. Check Sheet - The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it. Refer to the latest check sheet to find out if a particular sheet is the most current on file with the KPSC.

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KPSC No.6
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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

"AOS" - Alternate Operator Services.

Authorization Code - A numerical code, one or more of which are available to a Customer to enable him to identify individual users or groups of users on his account and to allocate the costs of his service accordingly.

- (N) Automatic Number Identification (ANI) - The calling telephone number identification that will be forwarded to the Carrier's network by the Local Exchange Company (LEC) as a call is placed. ANI is provided by the LEC only when the LEC switch access Feature Group D interconnections are used to gain access to the carrier's switched telecommunications service.

Called Station - The terminating point of a call (i.e., the called number).

Calling Card Call - A billing arrangement whereby an end user may charge a call to a valid calling card issued by a regulated Local Exchange Carrier with whom Carrier has billing and collection arrangements either directly or indirectly through OAN (Operator Assistance Network).

Calling Station - The originating point of a call (i.e., the calling number).

Carrier or Company - Whenever used in this tariff, "Carrier" or "Company" refers to American Telecommunications Enterprises, Inc., unless otherwise specified or clearly indicated by the context.

- (N) Cocot -An acronym derived from the term "Customer Owned Coin Operated Telephone" used to denote coin, coinless and hybrid pay telephones that are owned or operated by persons or entities other than Local Exchange Carriers or Interexchange Carriers.

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KPSC No.7
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Replacing Original Sheet No.7

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

Collect Call - A billing arrangement by which the charge for a call may be charged to the called station, provided the called station accepts responsibility for such charge.

Commission - The Kentucky Public Service Commission.

Credit Card Call - A billing arrangement whereby an End User may charge a call to a valid commercial credit card.

Customer or End User - Any person, firm, partnership, corporation, or other entity furnished telecommunications services under the provisions and regulations of this tariff, and responsible for payment of charges.

Customer Dialed Calling Card - A service whereby the end user dials zero, then the telephone number desired and then the calling card number and the call is completed without the assistance of an operator.

Directory Assistance Service - Operator assistance for telephone numbers.

Emergency Call - Call placed by an end user to recognizable, authorized civil authorities.

- (N) End User - Any person, firm, partnership, corporation, or other entity furnished operator assistance telecommunications services under the provisions and regulations of this tariff, and responsible for payment of charges.
- (N) End User Dialed Calling Card - A class of service whereby the end user dials zero, then the telephone number desired and then the calling card number, and the call is completed without the assistance of an operator.

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KPSC No.8
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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

Incomplete Call - Any call where voice transmission between the calling and called station is not established (i.e., busy, no answer, etc.).

- (N) Location Provider - Either a hospitality site or public payphone site owner who or which subscribes to operator assisted service only.

Location Specific Surcharge - A subscriber charge assessed on a per call basis in addition to applicable Measured and Operator Service Charges.

Measured Charge - A charge assessed on a per minute basis in calculating a portion of the charges due for a completed Operator Assisted Call.

Operator Assisted Station-to-Station - A service other than person-to-person whereby the assistance of an Operator is required to complete a call originated by an end user.

- (N) Operator Services - Any telecommunications service initiated from an aggregator location that includes as a component, any automatic or live assistance to a consumer to arrange for billing or completion or both of a telephone call.

Operator Service Charge - A charge assessed on a per call basis in calculating a portion of the total charge for a completed operator assisted call.

- (N) Operator Service Provider - Any common carrier that provides operator services or any other person determined by the Federal Communications Commission to be providing operator services.

Operator Station-to-Station - A service other than Person-to-Person, which requires the assistance of a Company operator to complete the call.

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KPSC No.9
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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

Person-to-Person Call - A service whereby the person originating the call specifies to the operator a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

(N) Pin - A number assigned to a customer to identify and permit access to a service.

(N) Prepaid Calling Card Service - A class of service where the Customer purchases a card with 800 access service activated by an associated PIN number.

(N) Service Charge - A fee in addition to the underlying long distance charge for using the Company's operator services.

Subscriber - The person, firm, partnership, corporation, or other entity who owns, leases, or manages the pay telephone, PBX, or other switch vehicle from which a Customer places a call utilizing the services of the Carrier.

Third Party Billed Call - A billing arrangement by which the charges for a call are billed to a number that is different from the calling number or the called number provided the third party accepts responsibility for such charge.

(N) Travel Card - A postpaid service accessed through an 800 number with a PIN number.

(N) KPSC - Whenever used in this tariff, "KPSC" refers to the Kentucky Public Service Commission, unless otherwise specified or clearly indicated by the context.

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KPSC No.10
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SECTION 2 : RULES AND REGULATIONS

(M) 2.1. Application of Tariff
(T)

The operator assisted services of American Telecommunications Enterprises, Inc. consist of the provisioning of collect, approved telephone company calling card, credit card, room charge, billed to a third number (third party), and person-to-person call services provided to Customers pursuant to arrangements established by American Telecommunications Enterprises, Inc.'s Subscribers.

Communications originate when the Customer accesses Carrier's system over the Location Provider's facilities. The Company's operator receives and answers the incoming call and takes the Customer's billing information. Upon verification and/or validation of the Customer furnished billing information the call is released from the operator system into the switching facility for completion over the least costly available circuit.

The Customer's monthly charges for Carrier's service are based upon the total time the Customer actually used the service.

Each Location Provider will be paid a monthly commission based on the gross revenues billed through the Company's system subject to the provisions of this tariff.

The Carrier neither owns nor operates any long distance facility within the State of Kentucky but rather resells services provided by other long distance carriers. The subscriber shall be billed by the Carrier, and shall be considered a subscriber of the Carrier and not of any other long distance carrier.

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KPSC No.11
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Replacing Original Sheet No.11

SECTION 2 : RULES AND REGULATIONS (continued)

2.1. Application of Tariff (continued)

Request for service under this Tariff shall authorize the Carrier to conduct a credit search on the subscriber. The Carrier reserves the right to refuse service on the basis of credit history, and to discontinue service due to the late payment or nonpayment by the subscriber.

(M) **2.2 Use of Service**
(T)

The operator assisted services of American Telecommunications Enterprises, Inc. consists of the provisioning of collect, approved telephone company calling card, credit card, room charge, billed to a third number (third party), and person-to-person call services provided to Customers pursuant to arrangements established by American Telecommunications Enterprises, Inc.'s Subscribers.

The resale services consist of providing telecommunication service for Customers' residence and/or business, including proprietary calling cards, and prepaid calling cards. Billing will be through the local exchange Carriers. The Customer's monthly charges for Carrier's service are based upon the total time the Customer actually used the service.

Each Subscriber will be paid a monthly commission based on the gross revenues billed through the Company's system subject to the provisions of this tariff.

Service may be used for the transmission of communications by the Customer.

Service may not be used for any unlawful purpose.

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KPSC No.12
Revised Sheet No.12
Replacing Original Sheet No.12

SECTION 2 : RULES AND REGULATIONS (continued)

(N) **2.2.1 Operator Services**

Carrier's operator assisted services consist of the provisioning of collect, approved telephone company calling card, credit card, room charge, billed to a third number (third party), and person-to-person call services provided to end users pursuant to arrangements established between Carrier and its Customers.

Communications originate when the End User accesses Carrier's system over the Customer's facilities. The Company's operator receives and answers the incoming call and takes the End User's billing information. Upon verification and/or validation of the End User furnished billing information the call is released from the operator system into the switching facility for completion over the least costly available circuit.

The End User's monthly charges for Carrier's service are based upon the total time the End User actually used the service. Each Customer will be paid a monthly commission based on the gross revenues billed through the Company's system subject to the provisions of this tariff. Service may be used for the transmission of communications by the End User. Service may not be used for any unlawful purpose.

(N) **2.2.2 Residential and Business Service**

Direct dialed long distance service from a residence or business accessed after the Customer selects Carrier as the long distance Carrier.

(N) **2.2.3 Travel Services**

This service is available to residential and business Customers, and is accessed by an 800 number with PIN then billed through monthly billing.

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KPSC No.13
Revised Sheet No.13
Replacing Original Sheet No.13

SECTION 2 : RULES AND REGULATIONS (continued)

(N) 2.2.4 800 Service

Standard services available to business and residence
enabling billing of calls to owners of the number.

(N) 2.2.5 Prepaid Calling Card

Service is accessed by the purchase of a Carrier card, which
states the 800 access number plus a PIN. The card may be
recharged remotely at the discretion of the Customer.

(N) 2.3 Limitations of Service

(N) 2.3.1. Service is offered subject to the availability of the
necessary facilities and/or equipment and subject to
the provisions of this tariff. The carrier reserves
the right to not provide service to or from a location
where the necessary facilities or equipment are not
available.

(N) 2.3.2. The carrier reserves the right to discontinue
furnishing service upon written notice when
necessitated by conditions beyond its control or when
the Customer is using the service in violation of the
provisions of this tariff, or in violation of the law.

(N) 2.3.3. Title to all facilities provided by Carrier under these
regulations remains with the Carrier.

(M) 2.4 Liability of Carrier

(T) 2.4.1. The Carrier shall have no liability for damages of any
kind, including, without limitation, indirect, special
or consequential damages arising out of or related to
events, acts, rights or privileges contemplated in this
tariff.

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KPSC No.14
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Replacing Original Sheet No.14

SECTION 2 : RULES AND REGULATIONS (continued)

- 2.4.2. The liability of the Carrier for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, commences upon activation of service and in no event exceeds an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays, errors or defects in transmission occur.
- 2.4.3. The Carrier is not liable for any failure of performance hereunder due to causes beyond its control, including but not limited to, acts of God; fire, flood or other catastrophe; acts or omissions of third parties, including without limitation, the underlying provider(s) of the facilities Carrier is reselling, or other interconnected carriers; any law, order, injunction, rule, regulation, directive, action or request of the United States Government, or any other government, including, without limitation, state and local governments, having jurisdiction of the Carrier, or of any court, tribunal, department, agency, commission, bureau, corporation or other instrumentality of any one or more of said governments, or of any civil or military authority; riots, wars or labor difficulties.
- 2.4.4. The Carrier shall not be liable for any act or omission of any entity furnishing to the Customer facilities or equipment used with Directly Dialed Message Telephone Service. Nor shall the Carrier be liable for any act or omission, loss, damage, delay, death, injury, expense or inconvenience, due to the failure of Customer-provided equipment or facilities.

(N) 2.5 Credit Allowance for Interruption of Service

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KPSC No.15
Revised Sheet No.15
Replacing Original Sheet No.15

SECTION 2 : RULES AND REGULATIONS (continued)

- 2.5.1. Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence or the subscriber, or to the failure of channels or equipment provided by the subscriber, are subject to the general liability provisions set forth in Section 2.3.1. herein. It shall be the obligation of the subscriber to notify the Carrier of any interruptions in service.

Before giving such notice, the subscriber shall ascertain that the trouble is not being caused by any action or omission of the subscriber or is not in subscriber-provided wiring or equipment connected to the terminal of the carrier.

- 2.5.2. In those instances in which the subscriber proves, to the satisfaction of the Carrier, that the subscriber was billed for an incomplete call, the Carrier shall issue a credit to subscriber in the amount of the charges billed to the subscriber for the incomplete call.

- 2.5.3. For the purposes of credit computation, every month shall be considered to have 720 hours.

- 2.5.4. No credit shall be allowed for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.
Credit Formula: Credit " $\frac{A}{720}$ x B

"A" - outage time in hours

"B" - total monthly charge for affected facility

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KPSC No.16
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SECTION 2 : RULES AND REGULATIONS (continued)

(N) 2.6 Temporary Suspension for Repairs

The Carrier shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary the Carrier will give the subscribers who may be affected as reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and if practicable at times that will cause the least inconvenience.

When the Carrier is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversations or subscriber's service.

(N) 2.7 Application for Service

Carrier may require a subscriber to sign an application form furnished by Carrier and to establish credit as provided in these Rules as a condition precedent to the initial establishment of such service. Carrier's acceptance of an order for service to be provided an applicant whose credit has not been duly established may be subject to the provisions of Section 2.7.

(N) 2.8 Establishment and Reestablishment of Credit

The carrier, after receipt of written permission, may examine the credit record and check the references of all applicants and subscribers, prior to the establishment of service. These shall not in themselves obligate the carrier to provide services.

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KPSC No.17
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Replacing Original Sheet No.17

SECTION 2 : RULES AND REGULATIONS (continued)

(N) 2.9 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, subpart D of the Rules and Regulations of the Federal Communications Commission on file with the KPSC.

(N) 2.10 Deposits

The Carrier requires no deposits from the subscriber.

(N) 2.11 Payment and Billing

- 2.11.1 The Subscriber is responsible for payment of all charges for services furnished by the Company. Federal, state and local sales, use and excise taxes, where applicable, shall be added to the charges contained herein. It shall be the responsibility of the Subscriber to pay these taxes and to accept the liability of any such unpaid taxes that may subsequently become applicable retroactively.
- 2.11.2. Services furnished by Carrier shall be at the rates described herein.
- 2.11.3. Carrier reserves the right to refuse service due to insufficient billing information, invalid telephone numbers or poor credit history.
- 2.11.4. Agreements for billing and collections entered into with billing agents, (i.e., Local Exchange Carriers and credit card companies) do not modify the preexisting terms and conditions for service and extension of credit as established between the Subscriber and the applicable billing entity. Billing entity terms and conditions for finance charges on outstanding balances, late payment, dispute resolution and termination govern.

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KPSC No.18
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SECTION 2 : RULES AND REGULATIONS (continued)

2.11.5. Carrier's agreements with its billing agents permit the billing agent to make immediate adjustments to the Subscribers' bill up to specified dollar amounts.

2.11.6. Carrier's Customer Service agents are available to resolve billing disputes of all amounts, and to cause adjustments to be issued through the applicable billing agent.

2.11.7. Billing Date

The billing date is dependent on the billing cycle assigned to the subscriber.

2.11.8. Bill Payment

Bills may be paid by mail or in person at the business office of the carrier. All charges for services payable only in United States currency. Payment may be made by check, money order, or cashier's check.

2.11.9. Return Check Fee

A charge of ten dollars (\$10), will apply whenever a check or draft is presented for payment of service and is not accepted by the institution on which it is written.

2.11.10. Late Charges

Bills are due and payable within thirty (30) days of the billing date. Bills not paid by the date specified on the invoice, as stated above, are subject to a late payment fee of 1.5% on the delinquent amount. Subscriber's service may be terminated if service is not paid for by the 30th day past the billing date.

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OF KENTUCKY
EFFECTIVE

Issue Date:

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By: Carl E. Worboys, Vice President
AMERICAN TELECOMMUNICATIONS ENTERPRISE, INC.
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PURSUANT TO 807 KAR 5011,
SECTION 9(1)
BY: Jordan C. Noel
FOR THE PUBLIC SERVICE COMMISSION

American Telecommunications Enterprise, Inc.
7323 Oswego Road
Liverpool, NY 13090

KPSC No.19
Revised Sheet No.19
Replacing Original Sheet No.19

SECTION 2 : RULES AND REGULATIONS (continued)

2.11 Payment and Billing (continued)

2.11.11. For consideration of any disputed rates or charges, the Subscriber must submit to Carrier in writing, the call details and the basis for any requested adjustment. Carrier will refer the matter to an employee assigned to investigate billing complaints, and such employee will promptly investigate and make a substantial effort to settle the matter to the satisfaction of the Subscriber or complainant. Where requested, Carrier will provide a detailed review of its findings. Billing disputes that cannot be resolved to the satisfaction of the Subscriber upon initial contact will be referred to Carrier's Customer Service Manager.

(N) 2.12 Cancellation By Carrier

2.12.1 The carrier, by written notice to the subscriber, may discontinue service or cancel an application for service without incurring any liability for any of the following reasons:

2.12.1.A. Non-payment of any sum due the carrier for more than 30 days beyond the date of rendition of the bill.

2.12.1.B. A violation of any regulation governing the service under this tariff.

2.12.1.C. A violation of any law, rule or regulation of any government authority having jurisdiction over the service.

2.12.1.D. The carrier is prohibited from furnishing services by order of a court or other government authority having jurisdiction.

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SECTION 3 : DESCRIPTION OF SERVICES

(M) 3 General Description

(M) 3.1 Operator Service

American Telecommunications Enterprises, Inc. provides operator assisted services to Customers through the terminal equipment of its subscribers. When the terminal equipment detects that a Customer has dialed "0" followed by a valid interLATA long distance number the call is forwarded to Carrier. Automatically the terminal equipment dials a preassigned number sequence. The local exchange carrier ("LEC") interprets the dialed number and completes the connection to an authorized interexchange carrier ("IXC"). The connection could be via Feature Group "B" or Feature Group "D" type facilities.

Carrier's system receives the originating number and the destination number from the terminal equipment or the LEC, depending upon the type of access facility used. Upon verification that the destination number is a valid interLATA number, the Company prompts the Customer for billing information. The Customer may then enter a valid, acceptable credit card number and the call will be completed without live operator intervention, and be rated accordingly. Any other response to the prompt results in an operator coming on the line to assist the Customer. When Customer supplied billing information has been validated and/or verified the call is released into the switching equipment for completion over the least costly route.

Billing is rendered to the Customer through local exchange companies.

- (N) American Telecommunications Enterprises, Inc. does conform to the American Disabled Act in regard to the services provided for the Handicapped, Hearing Impaired and Wheelchair users.

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SECTION 3: DESCRIPTION OF SERVICES (Continued)

(M) 3.1.1 Posting

Each Subscriber is required to conspicuously display tent cards or payphone stickers as appropriate on or near each telephone which contains all of the following information:

- the name of the "AOS" provider;
- a statement that the "AOS" provider will carry the call;
- a statement that the provider's rates will apply;
- the exact location specific charge that applies;
- dialing instructions;
- the toll free "800" number for billing inquiries and complaints.

(M) 3.1.2 Branding

American Telecommunications Enterprises, Inc. audibly identifies itself at least twice to each Customer before any charge is incurred by the Customer.

Each call reaching Carrier's equipment receives a prompting announcement. The prompting announcement clearly identifies the Carrier and provides the standard "BONG" tone.

Each call processed by Carrier receives a second announcement prior to any charges being incurred by the Customer.

On collect calls the called Customer is notified that the call is being handled by American Telecommunications Enterprises, Inc. The called Customer is given the opportunity to refuse the collect charges for any reason before any charge is incurred.

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SECTION 3: DESCRIPTION OF SERVICES (Continued)

(N) 3.1.3 Access to Other Service Providers

American Telecommunications Enterprises, Inc. will withhold commissions, on a location-by-location basis, from any subscriber that it reasonably believes to be blocking Customer access to other service providers. This stipulation is set forth in the contracts the Company maintains with its subscribing aggregators.

American Telecommunications Enterprises, Inc. transfers calls to other service providers at no charge to the Customer via re-origination exclusively. This is accomplished in one of two fashions:

- the call is automatically re-originated by the terminal equipment provided by Carrier or its Subscriber, or
- the Customer is provided dialing instructions and instructed to manually re-originate the call.

(M) 3.1.4 Rate Quotation

At any point during the routine set up of a call, while the Customer is in contact with the Company operator, specific rates, including location specific charges, may be obtained by request.

Each Customer is informed of the Carrier's toll free "800" number by the Subscriber's posting at the time of the call, and (providing the LEC has the capability) again on their billing invoice. Full rate information is available free of charge via the "800" number.

(N) 3.1.5 Residential and Business Service

Direct dialed long distance service from a residence or business accessed after the Customer selects Carrier as the long distance Carrier.

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SECTION 3: DESCRIPTION OF SERVICES (Continued)

(N) 3.1.6 Travel Services

This service is available to residential and business Customers, and is accessed by an 800 number with PIN then billed through monthly billing.

(N) 3.1.7 800 Service

Standard services available to business and residence enabling billing of calls to owner of the number.

(N) 3.1.8 Prepaid Calling Card

Service is accessed by the purchase of a Carrier card, which states the 800 access number plus a PIN. The card may be recharged remotely at the discretion of Customer.

(N) 3.2 Presubscription

A Customer will presubscribe long distance service to residential and/or business telephones by designating Carrier as the long distance provider of service at the local exchange company. Each Customer may use the operator service from the telephone equipment available in addition to regular 1+ services.

The offering to the Customer will be available at a flat rate, regardless of day, time of day and mileage and time sensitive banded rates. A presubscribed Customer may also use the propriety calling card issued by Carrier for any from home calling at a flat rate per minute with no extra charges.

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SECTION 3: DESCRIPTION OF SERVICES (Continued)

(N) 3.3 Timing of Calls

Call duration is measured from the instant communications are established between the calling and called stations. The call is completed when the called or calling station "hangs up" or otherwise disconnects. Carrier uses facilities that provide firm answer supervision wherever available to determine when the called station answers and disconnects.

For collect calls, timing begins when the called station accepts responsibility for payment of the charges associated with the call.

For person-to-person calls, timing begins when the identified party is connected, or when the calling party agrees to speak with somebody else.

Charges are stated in terms of initial and additional minutes. A per minute charge applies for each minute, or fraction of minute, of use.

(M) 3.4 Distance Between Stations

Some of the rates set forth are mileage sensitive and based on the actual airline distance between the rate centers associated with the originating and terminating points of the call.

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SECTION 3: DESCRIPTION OF SERVICES (Continued)

3.4 Distance Between Stations (Continued)

Carrier uses the rate centers and their associated vertical and horizontal coordinates that are produced by Bell Communications Research (Bellcore) in their NPA-NXX V & H Coordinates Tape.

The formula is as follows:

$$Distance = \sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

(M) **3.5 Dispute Resolution**
(T)

A Customer may make inquiries and file complaints by dialing the toll free "800" number. Carrier's Customer Service Department is responsible for the handling of all inquiries and the resolution of all complaints. A record is maintained of each complaint that is received. Inquiries and complaints should be directed to:

Customer Service Dept.
American Telecommunications Enterprise, Inc.
6278 N. Federal Hwy, Suite 249
Ft. Lauderdale, Florida 33308
Tel: (800) 945-3344

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SECTION 3: DESCRIPTION OF SERVICES (Continued)

3.5 Dispute Resolution

Complaints are handled as follows:

The call is manually rated by Customer Service in accordance with the rates and charges set forth in this tariff. If the Customer was billed an amount in excess of this tariff a credit in the amount of excess is immediately issued to the Customer's account through the billing entity.

If the Customer claims that the call was not completed and the call was less than 2 minutes in duration, a full credit is immediately issued to the Customer's account through the billing entity.

If the call was billed in accordance with this tariff and the Customer remains unsatisfied, or the Customer disputes any portion of the charges the complaint is reviewed by the department manager for resolution. All complaints are generally resolved within two business days.

(M) 3.6 Quality of Service

(N) 3.6.1 Incomplete Calls

To avoid inadvertently billing calls that were unanswered, Carrier completes calls over facilities that provide hardware answer supervision extensively.

(N) 3.6.2 Call Completion Time

American Telecommunications Enterprises, Inc. has set standards for its system and its operators and monitors the actual level of performance to insure quality service.

The prompting announcement is to be delivered usually within six (6) seconds of the time the call is received by the switching equipment.

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SECTION 3: DESCRIPTION OF SERVICES (Continued)

3.6.2 Call Completion Time (Continued)

When a user responds to the prompting announcement by dialing "0" an operator will answer the call usually within 8 - 10 seconds.

When the switching equipment delivers the called number to the least cost interexchange facility for final delivery of the call, a connection with the dialed number is usually established within 12 seconds.

(N) 3.7 Impaired Persons

3.7.1

For the purposes of this tariff, the definition of impaired refers to those persons with communication impairments, including those hearing impaired, deaf, deaf/blind, and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.

3.7.2

Residential impaired Customers or impaired members of a Customer's household, upon written application and upon certification of their impaired status, which is evidenced by either a certificate from a physician, health care official, or state agency, or a diploma from an accredited educational institution for the impaired, may receive a discount off their message toll service rates, and, if they utilize telebraille devices, they may receive free access to local and intrastate directory assistance. Additionally, TDD lines maintained by nonprofit organizations and governmental agencies, upon written application and verification that such lines are maintained for the benefit of the impaired may receive a discount off their message toll services rates.

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SECTION 3: DESCRIPTION OF SERVICES (Continued)

3.7 Impaired Persons (Continued)

3.7.3

Upon receipt of the appropriate application, and certification or verification, the following message toll discounts shall be made available for the benefit of the impaired: the evening discount off the intrastate, interexchange, customer-dialed, station to station calls originating 8:00 a.m. to 4:59 p.m. Monday through Friday; the night/weekend discount off the intrastate, interexchange, customer-dialed, station to station calls originating 5:00 p.m. to 7:59 a.m. Sunday through Friday, and on New Year's Day, Independence Day, Labor day, Thanksgiving and Christmas. Furthermore, the night/weekend discount plus an additional discount equivalent to no less than ten percent of the company's current, price list, day rates for basic message toll service shall be made available for intrastate, interexchange, customer-dialed, station to station calls occurring between 11:00 p.m. and 7:59 a.m. any day, 8:00 a.m. and 4:59 p.m. Sunday, and all day Saturday.

3.8 Special Promotions

The Carrier may from time to time, engage in special promotional trial service offering of a limited duration (not to exceed ninety days on a per customer basis for non-optional, recurring charges) designed to attract new Subscribers or to increase Subscriber awareness of a particular tariff offering. Requests for promotional offering will be presented to the Commission for its review in accordance with the rules and regulations established by the Commission, and will be included in the Carrier's tariff as an addendum to the Carrier's price list.

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SECTION 3: DESCRIPTION OF SERVICES (Continued)

3.9 Directory Assistance

Directory assistance services, as provided by the Carrier consists of supplying or attempting to supply listed telephone numbers to persons who call the Directory Assistance Bureau. The charges billed to the Customer, pursuant to this tariff, shall reflect only those Directory Assistance calls billed to the company by the local exchange carrier. Directory Assistance personnel cannot complete calls to requested telephone numbers.

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SECTION 4 : RATES

(M) 4 OAS - Measured Telecommunications Services

A per minute charge applies to each minute, or fraction of a minute, of a completed call. The charge is the same for all classes of service. The rates listed immediately below are the maximum rates that may be applied.

All Classes of Service

<u>Mileage</u>	<u>Minimum Initial Minute</u>	<u>Maximum Initial Minute</u>	<u>Minimum Each Add'l Minute</u>	<u>Maximum Each Add'l Minute</u>
16	0.1100	0.2300	0.1050	0.1800
30	0.1298	0.2400	0.1121	0.2100
55	0.1200	0.2500	0.1200	0.2500
196	0.1711	0.3400	0.1711	0.3300
430	0.1200	0.3600	0.1200	0.3500

	MON	TUES	WED	THU	FRI	SAT	SUN
8:00 AM to 4:59 PM	FULL DAY RATE					EVE	
5:00 PM to 10:59 PM	EVENING						
11:00 PM to 7:59 AM	NIGHT						

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SECTION 4 : RATES (Cont'd)

DAY

MILES	FIRST MINUTE	ADD'L MINUTE
16	0.2200	0.1800
30	0.2200	0.1900
55	0.2500	0.2500
196	0.2900	0.2900
430	0.3400	0.3400

EVENING

MILES	FIRST MINUTE	ADD'L MINUTE
16	0.1650	0.1350
30	0.1650	0.1425
55	0.1875	0.1875
196	0.2175	0.2175
430	0.2550	0.2550

NIGHT

MILES	FIRST MINUTE	ADD'L MINUTE
16	0.1298	0.1062
30	0.1298	0.1121
55	0.1475	0.1475
196	0.1711	0.1711
430	0.2006	0.2006

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SECTION 4 : RATES (Cont'd)

(N) 4. Measured Telecommunications Services (Cont'd)

Not less than seven days prior to the effective date of any decrease in the rates and charges, the Carrier will furnish to the Commission and the Customer a proposed revised Price List reflecting the changed rates and charges. Not less than ten days prior to the effective date of any increase in the rates and charges, the Carrier will furnish to the Commission and the Customer a proposed revised Price List reflecting the changed rates and charges. Any change below the maximum level shall not be construed as an application to increase rates.

(M) 4.1 Operator Service Charges

(T) Operator Service Charges are applied on a per call basis and are dependent upon the Class of Service selected by the user. Operator Service Charges are in addition to the Measured Rates described in Section 4.

		<u>(\$)</u>	<u>Per Call</u>
(M)	4.1.1	Operator Services	
(I)		Directory Assistance	\$ 0.85
(N)		Operator Dialed LEC/Commercial/CC	\$ 2.15
		Operator Assisted	
(N)		Collect and Real Time Rated	\$ 2.15
(N)		Billed to a Third Party	\$ 2.25
(N)		Real Time Rated	\$ 2.20
(I)		Person-to-Person	\$ 4.50
(M)		Operator Dialed Surcharge	\$ 1.00
		Unassisted Call Surcharges	
(N)		Customer Dialed/LEC/CC	\$ 0.80
(N)		Customer Dialed Coin Sent Paid	\$ 1.95

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SECTION 4 : RATES (Cont'd)

(N) 4.3 Presubscribed Services

(N) 4.3.1 Mileage Banded Rates

Plan A - Residences with total dollar value of long distance service over \$10/month; and Businesses with total dollar value of long distance service over \$50/month. A recurring monthly charge of \$3/month is charged.

Mileage	Initial Minute	Additional Minute
0- 10	.27	.18
11- 22	.27	.22
23- 55	.28	.26
56-124	.30	.29
125+over	.31	.31

Plan B - Residence with total dollar value of long distance service under \$10/month; and Businesses with total dollar value of long distance service under \$50/month. A recurring monthly charge of \$3/month is charged.

Mileage	Initial Minute	Additional Minute
0- 10	.29	.20
11- 22	.29	.21
23- 25	.30	.28
26- 55	.31	.30
56-124	.32	.32
125+over	.33	.33

(N) 4.3.2 Flat Rate

Plan A - Residence with total dollar value of long distance service over \$10/month; and Businesses with total dollar value of long distance service over \$50/month \$0.129 per minute with no reduced rate for evening and night time periods. A recurring monthly charge of \$3/month is charged.

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SECTION 4 : RATES (Cont'd)

Plan B - Residence with total dollar value of long distance service under \$10/month; and Businesses with total dollar value of long distance service under \$50/month \$0.159 per minute with no reduced rate for evening and night time periods. A recurring monthly charge of \$3/month is charged.

Plan C - Residences \$0.16 per minute during day and \$0.12 per minute for all other time periods and holidays. A recurring monthly charge of \$3/month is charged.

(N) 4.4 Travel Card Services
Post-paid services at flat rate of \$0.22 per minute.

(N) 4.5 Prepaid Calling Card

Carrier through its own switch platform offers prepaid calling services through its own card and use of a PIN. A flat rate of \$0.33 per minute is charged and there are no additional charges. Cards will be offered at retail locations and through companies by various groups. The unused time on the card expires ninety (90) days after first usage.

(N) 4.6 800 Business Service

Flat rate of \$0.23 per minute plus monthly recurring charge of \$6.00 per month.

(N) 4.7 800 PIN Service

Consists of inbound service which is accessed by a four digit PIN assigned by Carrier to Customers. This service permits multiple Customers to utilize the same 800 telephone number on an individual basis. A flat rate of \$0.30 per minute will be charged for this service.

(M) 4.8 Taxes

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SECTION 4 : RATES (Cont'd)

- (N) 4.8.1 Certain telecommunications services are subject to state sales tax at the prevailing tax rates, if the services originate, or terminate in Kentucky, or both, and are charged to a Subscriber's telephone number or account in Kentucky.
- (N) 4.8.2 Carrier, through billing and collection service agreements with its billing agents, will bill and collect all applicable state or local sales, use, or other taxes (collectively referred to as "taxes") imposed on or with respect to End Users. Carrier or its billing agents will remit to the applicable taxing authority any such taxes collected from the End User. A per minute charge applies to each minute, or fraction of a minute, of a completed call. The charge is the same for all classes of service.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

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SECTION 9 (1)

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

Issue Date:

Effective Date:

By: Carl E. Worboys, Vice President
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